

CITY OF MILPITAS

Effective: April 1998  
Revised: July 1, 2000  
EEOC: Technical  
FLSA: Non-exempt  
Unit: Confidential  
Physical: 1

DESKTOP TECHNICIAN

DEFINITION

Installs, operates, maintain and supports the City's desktop equipment and peripherals to include personal computers, telephones instruments, cellular telephones and other telecommunications devices.

DISTINGUISHING CHARACTERISTICS

This is a technical position in the Information Services Division of the City's Manager's Office. It is distinguished from the Customer Services Manager in that the latter has overall responsibility for all aspects of desktop management including configuration, operations, planning, customer support and staff supervision.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Service or Telecommunications Manager.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Performs desktop hardware, peripheral and software configuration and installations.

Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution of same.

Maintains expertise in City standard hardware and software products.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Assists the Customer Service Manager with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City desktop resources.

Installs, configures and supports telecommunications equipment to include PBX systems, telephones devices and voice messaging systems.

Performs other related duties as assigned.

CITY OF MILPITAS  
Desktop Technician (Continued)

QUALIFICATIONS

Knowledge of:

Desktop computer hardware, software and peripherals.

City standard server, network and communications hardware, software and operating systems.

Telephone switching and voice messaging equipment.

Ability to:

Perform installation of desktop equipment, peripherals, and software.

Diagnose desktop hardware and software problems and take effective action to resolve problems in a timely manner.

Program and maintain telephone switching and voice messaging systems.

Understand emerging technology and its application to improve City services.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

Establish and maintain effective working relationships with peers, superiors, vendor representatives and clients.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to an AA degree from an accredited post-secondary institution in Computer Science, Information Systems or a closely related field.

Experience:

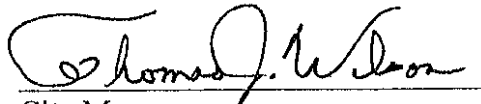
Two years of experience in desktop hardware and software configuration, installation, maintenance and support, or two years experience in the installation, maintenance and support of telephone switching and voice messaging equipment. Experience working in a public agency environment is highly desirable.

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Desktop Technician (Continued)

License

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.

Approved by:

  
City Manager

7-24-00  
Date